






Mayor's Action Center
Service Level Attainment Compliance
April 2011

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Outbound Calls	>= 90% Outbound Call Rate for Service Closure				
Top 5 Service request	Chuckhole (2,390)	Animal (1,918)	Weeds (1,308)	Drainage/Flooding (845)	Trash Count (695)